

**HIGHER EDUCATION
REQUEST FOR GROWTH POOL POSITION**

INSTITUTION Arkansas Tech University - Ozark Campus

DATE 5/1/14

<u>CLASS CODE/TITLE</u>	<u>CLASSIFICATION REQUESTED</u>	<u>GRADE</u>
Computer Support Specialist		C119

I HEREBY CERTIFY THAT:

- A. The position requested is a full time position that is critical to the operation of the institution and will not be used for any other purpose than that which is outlined in the position description and the narrative justification of the position submitted on page 2 and page 3 of this request.
- B. Sufficient funds are available to fund this position at the requested grade.

Angie Reynolds	5/2/14	R C Brown	5/2/2014
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INST PER REPRESENTATIVE DATE

INST PRESIDENT/CHANCELLOR DATE

OFFICE OF PERSONNEL MANAGEMENT - RECOMMENDATION

<u>CLASS CODE</u>	<u>TITLE</u>	<u>GRADE</u>
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LEGISLATIVE COUNCIL/JBC REVIEW

DATE

FAVORABLE UNFAVORABLE

POSITION DESCRIPTION

(1) % of TIME AND WORK PERFORMED

NOTE: Indicate % of time for each example of work, single space within each example of work and double space between examples.

- 35% of time: Maintain all computer hardware and software on a regular basis to ensure ongoing services.
- 25% of time: Respond to specialized requests for assistance with computer hardware, software and networking.
- 20% of time: Implement necessary adjustments to computer applications to accommodate user requirements.
- 10% of time: Install software updates
- 10% of time: Recommend changes or updates to computer operations for optimal performance.

(2) Name and title of your immediate supervisor:
Ken Wester, Director of Information Systems

(3) Payroll titles of employees supervised and number of employees per title. If employees supervised, enter "None":

None

(4) Machines or equipment used regularly in your work. Give percent of time spent in operation of each.

35%	Personal Computer and related equipment such as printer and scanner
45%	Computer projectors, printers, switches, phone systems and other hardware and software used on campus for operations
15%	Various trouble-shooting tools for computer equipment servicing
5 %	copier, fax, and other general office equipment

(5) Basic Qualifications

Education, general:	The formal education equivalent of a bachelor's degree in computer science, computer applications, mathematics, or a related field; or completion of technical training in computer science, data processing, or a related field acquired from a vocational, military, or industrial setting
Education, special or professional:	None
Experience, length in years and kind:	With bachelor's degree, two years of experience in computer support; or with technical training, four years of experience in computer support plus one year of supervisory experience.
Licenses, certificates, or registration	None
Special knowledge, abilities and skills:	Knowledge of use of mainframe and microcomputer hardware and software, ability to analyze computer system problems and restore service to normal operation, ability to manage computer networking and software systems.
Physical Requirements	Ability to work in an office environment and utilize computer software and hardware to achieve computer support activities. Ability to be mobile and lift at least 20 pounds for the purpose of moving or installing computer equipment. Ability to use tools for computer repair.

NARATIVE JUSTIFICATION

This position is needed to provide computer support services to the Arkansas Tech Career Center (ATCC) located in Russellville, Arkansas, which was added to the Ozark Campus in 2010. The Computer Support Specialist is responsible for a wide range of activities related to computer support such as the implementation, maintenance, and utilization of microcomputers and mainframe systems. The position will provide users at the ATCC campus the resource needed to maintain computer related technologies.